



# **PROPERTY MAINTENANCE APPRENTICE**

Job Description and Person Specification  
April 2025

**The Wrekin**  
Housing Group

## **The Wrekin Housing Group**

### **Property Maintenance Apprentice**

**Responsible to: Maintenance Supervisor**

#### **Job Purpose:**

- To train as part of the team to assist in the provision of a quality maintenance and improvement service to all properties, both occupied and unoccupied
- To become a specialist in the treatment of Damp and Mould in line with The Group's process
- To carry out all types of painting and decorating activities both internally and externally
- Ensure all painting and decorating activities completed are of a high quality, are compliant and adhere to painting and decorating standards and meet all legislative requirements, H&S and regulatory standards
- The maintenance and improvement duties will cover a range of core trade skills and associated works, relevant to the post holders' skills and qualifications as they progress through the apprenticeship programme
- To successfully complete a Property Maintenance Operative Level 2 qualification. This will include duties within Carpentry, Plumbing, Plastering and Tiling to provide an overall maintenance provision within our homes

#### **What will you gain:**

- On-the-job training and mentorship from experienced professionals
- A nationally recognised qualification in Property Maintenance
- Practical experience in a real working environment, developing key skills
- Career progression opportunities upon successful completion of the apprenticeship
- A supportive and welcoming team that values compassion, commitment, and collaboration

#### **Key Responsibilities:**

- Help assess work tasks to meet company standards and assist in gathering materials and setting up appointments
- Support in arranging follow-up appointments when needed
- Communicate politely with tenants and customers
- Follow health and safety rules to keep yourself and others safe
- Assist with paperwork and computer records related to the work
- Learn to use relevant technology for the job
- Be willing to work extra hours for company events when required

#### **Training:**

- Attend college regularly, including extended hours if required
- Participate in training with a positive attitude
- Complete extra work if needed for your qualification

#### **General Responsibilities:**

- Deliver excellent customer service and work towards performance goals
- Follow company policies, including health and safety and equal opportunities
- Take responsibility for learning and sharing knowledge
- Support the Group's mission and focus on improvement

## **Person Specification**

### **Property Maintenance Apprentice**

#### **Qualifications:**

- To have completed level 1 in Key skills or equivalent to, and literacy and numeracy, or demonstrate the ability to obtain the qualification

#### **Skills, knowledge, and experience:**

- Good communication skills (written & verbal)
- Reliable, punctual, and able to meet deadlines
- Willing to learn, train, and develop skills
- Positive attitude, teamwork, and confidence
- Keen to learn maintenance tasks efficiently
- Ability to work independently over time
- Willing to use new technology for job tasks
- Must have or be working towards a full driving licence (if required by age)
- Customer service experience in repairs or maintenance is beneficial

#### **Competencies to achieve:**

- Adheres to and promotes the Group's business values. Puts the customer first. Deals with customers and colleagues with commitment, integrity and respect
- Recognises and respects the individual value of all employees. Adopts an open, flexible and receptive approach to working with others
- Produces accurate and high-quality work and strives to attain the 'right first time' standard. Uses initiative and consults with manager where required
- Articulates opinions and information confidently and clearly. Actively listens to the communications of others
- Uses clear oral and written two-way communication to share information
- Supports and shares information with team colleagues, actively participating in decision-making and problem solving to improve services
- Assists in identifying problems, offering appropriate ideas to resolve them and displaying a 'can do' approach to work tasks
- Plans individual work tasks to meet deadlines. Keeps manager and other involved parties informed of progress
- Demonstrates judgment and the ability to contribute to decision-making at a local level. Seeks advice and information when appropriate
- Is aware of main company objectives, demonstrating flexibility in task management and priorities as required. Contributes ideas to facilitate change and improve services